BANGALORE ELECTRICITY SUPPLY COMPANY LIMITED

SECTION:-ITB (INSTRUCTION TO BIDDERS)
Enquiry No: - BESCOM/GM/Civil/2024-25/47 Dated 24.07.2024
Service Estimate No: BESCOM/2024-25/SE0152

A. INTRODUCTION

1.0 GENERAL INSTRUCTIONS

1.1 For the Bidding/Tender Document Purpose, "Corporate office Bangalore Electricity Supply Company Limited (BESCOM)" shall be referred to as "Client" and the Bidder/Successful Bidder shall be referred to as: Contractor" and/or Bidder or interchangeably.

1.2 The Tender documents may be down loaded from the Karnataka e-procurement Website: https://kppp.karnataka.gov.in.

1.3 While all efforts have been made to avoid errors in the drafting of the tender documents, the Bidder is advised to check the same carefully. No claim on account of any errors detected in the tender documents shall be entertained.

1.4 The Bidders must completely understand the tender documents before uploading /quoting.

1.5 The Bidder shall attach the copy of the authorization letter/power of attorney as the proof of authorization for signing on behalf of the Bidder.

1.6 All Bidders are hereby explicitly informed that conditional offers or offers with deviations from the conditions of contract, the Bids not meeting the minimum eligibility criteria, Technical Bids not accompanied with EMD of requisite amount/format, or any other requirements, stipulated in the tender documents are liable to be rejected.

1.7 The agency may be an individual / Partnership Firm / Company / Public Sector Undertaking having suitable Technical, Financial and Managerial Capabilities satisfying the PQR are eligible to participate.

1.8 The Parties to the Bid shall be the "Bidders" (to whom the work has been awarded) and the office of the BESCOM, Bangalore

1.9 For all purposes of the contract including arbitration there under, the address of the Bidder mentioned in the Bid shall be final unless the Bidder notifies a change of address by a separate letter sent by registered post with

acknowledgement due to BESCOM, Bangalore. The Bidder shall be solely responsible for the consequences of any omition or error to notify change of address in the aforesaid manner.

SCOPE OF WORK FOR MACHANIZED HOUSEKEEPING

2.0 The agency should provide 14 numbers of housekeeping personnel and 2 Number of Housekeeping supervisor,10 numbers of security guards, 3 Numbers of security supervisors, 1 number Gardener and 1 numbers of gardeners for providing Mechanized housekeeping and security services, Plumbing & gardening services to MT Lab, M.T Division Office, Office of COE, Smart Grid section & Technical innovative cell of BESCOM @ HSR Layout, Bengaluru, for a period of 24 months & to discharge the duties as per the instructions of the General Manager (CR)/ General Manager (civil), Corporate Office, BESCOM K.R. Circle, Bangalore.

3.0 Providing Mechanized Housekeeping services to the entire property in MT Lab, M.T Division Office, Office of COE, Smart Grid section & Technical innovative cell of BESCOM @ HSR Layout, Bengaluru, comprising of, Building (Basement+ Ground floor + 4 upper floors & cafeteria), & Vehicle parking area, & open area ,approach roads and garden area. Bidders are advised to inspect the office premises and obtain all relevant information regarding all matters such as nature of works to be carried out, during office working hours, floor areas, toilets location etc., working conditions, obstructions and hindrances that may arise etc before submission of bid. The work includes mechanized housekeeping, security services gardening, Mosquito Management Services (MMS), Fogging weekly once entire premises. Ignorance of nature of works to be carried out working conditions etc. will not be entertained at a later date. The number of personals to be deployed regularly on full time basis.

4.00 Approximate quantity of Materials required for providing Mechanized Housekeeping & gardening Operations per month.

List of consumables and durables to be used for the mechanized Housekeeping & gardening by the successful bidder/Contractor/Agency

Consumables

1) Floor Duster
2) White dusters
3) Yellow dusters
4) Room Fresheners
5) Air Fresheners
6) Urinal Cubes
7) Naphthalene balls
8) Sponges
9) Multipurpose cleaner
10) Disinfectant liquid of reputed make
11) Floor cleaning liquid
12) Brooms (Hard and Soft with long and short handles)
13) Brasso or equivalent
14) Liquid toilet cleaner
15) Plastic Scrubber
16) Red Pad
17) White pad
18) Caddy Baskets
19) Floor cleaner
20) Nylon scrubber
21) Drain openers (large and small)
22) Scrubbing Brush Hard
23) Black Brush
24) Blue Dry Mop Com. (important)
25) Scotch Brite or equivalent
26) Scented toiler dipper
27) Rodent& Mosquito control materials
28) Sanitizer

Durables

1) Toilet Brush

2) Glass Wiper
3) Floor wiper /Rubber Squeeze
4) Dustpan
5) Vacuum pump
6) Dust Control mop
7) Spray bottles
8) Kentucky Mop or equivalent
9) Buckets (small and large)
10) Jet pump for cleaning the toilet floor
11) Garden materials

Note: -The successful Agency on awarding the contract should produce the MATERIAL SAFETY DATA SHEET of all chemicals used in the premises.

A regular inspection program by supervisory staff to monitor chemical safety should include the following criteria:

Correct labeling/signage

Correct handling/application

Wearing of PPE and replacement requirements

Update of MSDS

5.00 Cleaning Equipment, Tools Etc:

1) The successful Agency shall arrange at his cost all tools and tackles for cleaning, sweeping, wiping, scrubbing, polishing and washing in and around the area. The successful bidder/contractor shall also arrange for all other equipments/materials not mentioned in the list or scope that may be required for providing mechanized housekeeping and maintenance services at their own cost.
2) Brand new Machines from a reputed supplier or manufacturer such as Eureka Forbes/Taski /Karcher/Roots only should be brought by the agency and should always be in working condition. The list of bare minimum machinery & equipment to perform daily jobs at the site should be:

EQUIPMENTS DETAILS		
Sl. No	**Description**	**Qty**
I	**HK Equipments**	
1	Signage boards	
2	Glass cleaning Kit	

3	Double Bucket Wringer Trolley	
4	Single Disc Scrubbing Machine	
5	Wet & Dry Vacuum Cleaner Machine (Heavy duty)	
6	Mechanical sweepers	
7	Water Jet High Pressure Machine	
8	Water pipes	
9	Flower pots (mud& plastic)	

6.00 These Machines and Tools should on no account be taken away from the site without prior intimation to BESCOM.

Material and Consumables:

1) All materials/consumables other related items to be used for performing mechanized housekeeping services security services, Plumbing & gardening shall be provided by the successful agency. The agency shall assess the quantity of consumables to be used and supply them in advance and store them at BESCOM in the store room assigned on fortnightly basis. The stores are to be replenished at least 5 days in advance.
2) Consumables shall be issued every morning in presence of an official / agent authorized by Client. The quantity of consumables will be determined based on the need at the appropriate place and the need will be based on keeping the place neat, clean and tidy with all round good fragrance.

7.00 The Scope of Work provided in this document is a broad outline of the jobs to be performed, considering the vital nature of the Complex, including the Security aspects of the COE in the Complex.

8.00 While performing services at the M T LAB & COE & electric & network office a responsible representative of the successful bidder / contractor should accompany the servicemen / women.

9.00 Cleaning, sweeping, mopping and wiping of floors, staircase on daily basis on all working days. If necessary pending cleaning work will be permitted on Saturdays.

10.0 Cleaning and dusting of entire furniture, partitions, wooden cabin walls, railings, doors, windows venetian blinds, racks, sofas, typewriters, computers, telephones, curtains, wall mounted fans etc. with dry/wet cloth, feather brush and duster.

11.0 Lifting, carrying and disposing the dead birds/animals, rats, insects etc. if found in and around the office building.

12.0 Removal of beehives and cobwebs/honey webs from the office

building and its premises.

13.0 Cleaning and sweeping of open area including balconies and roof tops with brooms.

14.0 The successful bidder must employ adult and trained labour only. Employment of child labour will lead to the termination of the contract. The successful bidder shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities in order to maintain quality services and minimize operational problems.

15.0 Proper registers/records for the jobs carried out on daily, weekly, fortnightly and monthly basis will be maintained by the Supervisor of the successful bidder /contractor and will be countersigned by the Monitoring Agency at regular intervals and finally at the end of each month.

16.0 The successful bidder/contractor should possess or procure needful infrastructure, gadgets and other material required for smooth housekeeping services at his cost. No additional cost towards this will be borne by BESCOM.

17.0 The successful agency shall, however, survey the area and make assessment of the manpower requirement on his own (should deploy not less than the minimum requirement of workforce). The agency must employ adult and trained labour only. Employment of child labour will lead to the termination of the contract. The successful bidder shall engage only such workers, whose antecedents have been thoroughly verified, including character and other formalities. In order to maintain quality services and minimize operational problems, the successful bidder/contractor must rotate the staff once in six months with prior written intimation to the BESCOM.

18.0 The successful agency shall ensure that all the workforce deployed wear uniform while on duty.

19.0 The successful Agency should keep the Client indemnified against claims, actions, proceedings brought or instituted against the Client by any of the successful bidder/contractor’s employees or any third party in connection, relating to, or arising out of the services under this

agreement.

20.0 All statutory payments such as ESI, EPF, Gratuity shall be borne by the successful bidder within his rates.

21.0 The routine housekeeping operations shall be completed before 9.00 A.M. every day, while other allied works shall be continued without affecting official work. This may be changed by the BESCOM, if need arises to do so and also the BESCOM COE& MT LAB is functioning 24x7, as such the bidder has to provide the housekeeping services & security services all the 24 hours on shift basis

22.0 The level of mechanized housekeeping services &security services to be provided shall be of the highest standard and shall be in accordance with relevant standards and best housekeeping practices.

23.0 The daily schedule and frequency of operations should be such that it should not cause hindrance or inconvenience to the occupants at any time. All areas of the buildings, surrounding area, terrace etc. of the premises shall be cleaned to a high standard and the type and frequency of cleaning adopted should give clean and hygienic environment at all times at all places. All areas are to be attended to with equal importance. Busy and constant movement areas such as corridors, staircases, toilets etc. need intensive and concentrated cleaning and maintenance.

24.0 Correct type of cleaning shall be adopted for each and different types of finishes used in the building. Mechanized cleaning shall be adopted every day. Housekeeping operations shall be done with utmost care to avoid damages, scratches, deterioration etc to the surface materials, finishes etc

25.0 The house keeping agency shall carry out the cleaning and other connected operations at daily/weekly/fortnightly/monthly frequencies as enumerated below by appropriate cleaning materials of approved quality and make.

A. Daily Operations

1.0 Sweeping the entire floor area of the office once a day in the morning and again as and when required or called for including dusting the carpets by vacuum cleaner.

2.0 Wet mopping the entire floor area of the office once a day in the morning with disinfectants and deodorants and again as and when required.

3.0 Cleaning of attached toilets, wash basins in senior officers' chambers with disinfectants once a day in the morning and again as and when called for.

4.0 Cleaning of general toilets/washbasins with disinfectants every hour and again as and when called for.

5.0 Dusting and cleaning of doors, windows, furniture, fixtures, glass partitions, electrical fixtures and other equipment's like computer cubicles, table tops, chairs, overhead storage units, side racks, drawer boxes, filing racks, cupboards, cabinets, paper trays, flower vases, telephones etc. with wet cloth and vacuum cleaner.

6.0 Clearing and cleaning of dust bins/waste paper baskets once a day in the morning and the waste should be cleared from the premises once in two days from the premises without fail.

7.0 Washing and cleaning of drinking water glasses, cleaning of water purifiers, once a day in the morning.

8.0 Filling up of clean potable water in the water filters once a day or as and when required.

9.0 Spraying of room perfumes whenever required and as directed.

10.0 Cleaning of Carpets provided in conference halls, Board meeting room, and senior officers chambers once a day and again as and when called for.

11.0 Sweeping and wet mopping of staircases and cleaning of stair case handrails at least twice a day and again as and when required.

12.0 Cleaning and upkeep of all utility rooms such as electrical substation, pump room, lift room etc. in presence of the respective operators in the course of the day.

13.0 Sweeping of the entire parking areas twice a day and again as and when required.

14.0 Sweeping and wet mopping of all entrance steps twice a day and again as and when required.

15.0 Pumping of water from sump tank to overhead tank as and when required. The agency shall ensure continuous supply of water to all floors during office hours.

B. Weekly Operations

a) Thorough cleaning of furniture, partitions, doors/knobs and window glasses/grills.
b) Thorough wash of all toilets with chemicals, acids, detergents etc.
c) Cleaning of all light fittings, ceiling/pedestal fans, tube light fittings, air conditioners etc.
d) Removing of cobwebs.
e) Cleaning and Polishing of metal name plates/boards.
f) Thorough cleaning of walls, floors, electrical fittings and ceilings in the Conference Hall.
g) Arresting leakages in pipe lines/taps etc. as and when required.
h) Thorough dusting in record rooms using vacuum cleaners or other wise.
i) Washing the entrance corridor and perimeter of the building, including ramps, roads, and entire pavements, vehicle parking area.
j) Washing of all Corridors with soap and hard brush for removal of stains.
k) Disposal of collected debris from the office premises once in two days with out fail.
l) Rodent control& mosquito control works shall be done once in a week and fogging shall be done as and when required.

C. Fortnightly Operations

a) Spraying of disinfectants in and around the building toilets, pantry, etc.
b) Removing of stains and spills on the table tops/floors with suitable solvents.
c) Removal of moss, fungus and lichen from the building wall.
d) Cleaning of rainwater drains, manholes etc.
e) Cleaning of all terraces, chejjas and clearing of rainwater outlets etc.
f) Prophylactic treatment to be done with approved chemicals and disinfectants for the control of mosquitoes, lizards, cockroaches, etc. at corridors, open areas, record rooms etc.
g) Clearing and Cleaning of chejja and other projected areas.

D. Monthly Operations

a) Sweeping and brushing of entire floors with water and necessary chemicals.
b) Removing accumulated stains at the edges of the walls.
c) Cleaning and dusting of wooden/steel furniture.
d) Cleaning and removing stains in stair cases/ landings/ ramps / steps.
e) Removing cobwebs etc from internal and external part of the office/staircases/landings etc.
f) Thorough cleaning of overhead tanks, and underground sumps as directed by the officer designated.

E. Work to be carried out as and when required

a) Cleaning of choked drains, inspection chambers etc.
b) Greasing of movable/rotating parts of rolling shutters/collapsible gates/ entrance gates etc.
c) Housekeeping operations in Board room/Conference Hall beyond usual office hours, and also during holidays in case of functions/meetings etc.
d) Shifting/rearranging furniture/ almirahs with in the office premises.
e) Loading and unloading of materials such as records/ furnitures/ computers/ stationeries/ to transport vehicles in respect of materials received/sent out from the building premises.

F. Waste Management

a) The daily garbage shall be collected and disposed in the dustbin at the end of working hours and disposed of the same to BBMP identified area duly taking the permission from the concerned officers of BBMP. The BESCOM is not responsible of getting permission from BBMP. (Circular No BESCOM/D(T)/BC-14/20-21/Cys-211 dated 01/03/2021).

b) Scrap generated during renovation and repairs shall be stored till it amasses to a volume to remove by lorry/tempo and disposed off the same to BBMP identified area duly taking the permission from the concerned officers of BBMP. The BESCOM is

not responsible of getting permission from BBMP.(Circular No BESCOM/D(T)/BC-14/20-21/Cys-211 dated 01/03/2021).

c) Paper scrapped and shredded shall be disposed daily.

d) The common toilet waste, pantry waste shall be bagged and removed at the end of the day.

e) The debris collected in the garbage basin shall be cleared completely once in a week.

f) All cleaning material including access ladder, vacuum cleaner etc. required for carrying out the operations shall be arranged by the agency. The agency shall also arrange at its own cost soaps, phenyl, disinfectants, cleaning agents, chemicals, room freshener's etc. for the use during the operations. The minimum quantity of consumables to be used by the agency for housekeeping operations shall be as shown in the Annexure.

SCOPE OF WORK FOR SECURITY PERSONALS

a) The Agency participating in the Bid shall be responsible for providing 24 hours security services on all the 365 days of a year to MT Lab, M.T Division Office, Office of COE, Smart Grid section & Technical innovative cell of BESCOM @ HSR Layout, Bengaluru,.
b) Prevention and apprehension of tress passers.
c) Providing security cover to the top officers of the company at the premises.
d) Prevention of thefts and pilferages and apprehension of any person attempting these acts and handing them over to Officer in charge / SP, Vigilance.
e) Controlling entry and agrees of personnel and vehicles of company visitors with appropriate documentation as will be laid down by the company from time to time.
f) Controlling incoming and outgoing materials, from each block of the buildings duly checking the relevant document.
g) Provide escort for men, materials and cash as and when required as instructed.
h) Exercise extra vigil after working hours and during holidays of the premises especially during the natural calamities.
i) Performing any other duties not prejudicial to the nature of duties they can be entrusted with by the company.
j) The security guard on duty should leave the place of working only after the reliever reports for duty.
k) Opening and closing of the main doors of the chambers of the officers 365 days duly monitoring and the maintenance of the keys.

A. Minimum Qualification and knowledge required for Security Guards

a. The Security Guard's minimum education standard should be 7th standard pass or equivalent
b. The Security Personnel provided shall be able bodied, physically fit, well trained and disciplined & aged between 20 to 60 years.
c. Knowledge of Kannada & English is a must. Preference will be given to those who is able to read and write Kannada and English.
d. 3 Nos of security supervisor & 10Nos of security Guards Required Per day (for 3 shifts).

SCOPE OF WORK FOR PLUMBER

a. The Plumber provided by the agency should have maintain the water supply and sanitary lines along with fixtures i,e Wash basins, Indian& European closets, Health faucets urinal basins, taps, gets, toilet mirrors, the rain water drain pipes, outlet pipes, sanitary pipes. The service of plumber shall be made available to corporate office, BESCOM at K.R Circle if demanded.

SCOPE OF WORK FOR GARDENER

b. The gardener provided by the agency should have maintain the garden in & around the building , daily watering to the plants as & when required and also planting the flower plants and other plants. And also cleaning the garden area daily by disposing the debris accumulated in the garden.

26.0

The General Manager, (Civil) Corporate Office, Corporate Office, BESCOM, K.R. Circle, Bangalore-560001 on behalf of Bangalore Electricity Supply Company Limited, invites tender vide **ENQUIRY No. BESCOM/GM/Civil/2024-25/47 Dated 24.07.2024** in two parts (Techno Commercial Bid and Price Bid) through **e-procurement portal (** https://kppp.karnataka.gov.in.**) for Providing mechanized housekeeping services, Security services, Plumber and gardener to MT Lab, M.T Division Office, Office of COE, Smart Grid section, BESCOM 24X7 helpline at HSR Layout, Bengaluru (for a period of 24 months).**

1	Name of the Department	BESCOM
2	Service Estimate No	BESCOM/2024-25/SE0152
3	Nature of work	Providing mechanized housekeeping services, Security services, Plumber and gardener to MT Lab, M.T Division Office, Office of COE, Smart Grid section, BESCOM 24X7 helpline at HSR Layout, Bengaluru
4	Address	Sector II, HSR layout, Bangalore-102.
5	Tender processing fee.	Refer e-procurement website https://kppp.karnataka.gov.in
6	Earnest money deposit	Refer EMD clause in the said tender document.
7	Pre Bid Meeting Date	06.09.2024 at 3:00 PM At 1st Floor, Belaku Bhavana, Corporate office, BESCOM, K R Circle, Bengaluru.
8	Due date for submission of Bids	17/09/2024 up to 17.00 hrs
9	Tender System	Two Cover Tender
10	a) Date of opening of Technical bid b) Date of opening of Price Bid	a) 18/09/2024 at 17.05 hrs. b) On or After 27.09.2024.
11	Schedule of requirements	As mentioned in the tender documents.
12	General Terms and Conditions	Enclosed herewith
13	Scope of the work and Specifications	Enclosed herewith
14	Price Bid	The annual contract price is computed for a period of 24 months from the date of providing services for the award of contract. **The tenderer shall quote only percentage of the service charges for manpower portion which should not be less than 5% or else such bid will be rejected**. **The Bidder shall quote the Amount for material including GST for 24 Months** **The Bidder Shall quote the Man power and material separately.** **In the Financial Bid Evaluation Cumulative of service charges quoted for Man power portion and material portion will be considered and least bid will be**

		selected. **The tenderer shall quote the Man power and material for 24 months or else such bid shall be rejected**.

Note: Bidder shall upload only necessary documents to meet the above technical criteria and shall avoid uploading unnecessary documents. If unnecessary documents are uploaded, the bid shall be rejected without evaluation

28.0 Submission of tender documents.

All the Tender Documents shall be submitted through e-Procurement Portal on or before Last date of bid submission as mentioned in e-Procurement Portal.

29.0 QUALIFYING REQUIREMENTS/ (MINIMUM ELIGIBILITY CRITERIA)

S.N	Qualifying Requirements	Documents to be uploaded
I	**Technical Criteria**	
1	The Bidder should be in existence as any of the following: (a) Company incorporated in India under the Companies Act, 1956/2013 including any amendment thereto;	1. Certificate of Incorporation issued by Register of Companies as per Companies Act 1956/2013 along with Memorandum of Association and Articles of Association of the Company. 2. Annual filings (E-Forms AOC-4, MGT-7) filed by the Company to Registrar of Companies (Ministry of Corporate Affairs, Government of India) for preceding two Financial Years(F/Y 2022-23 & 2023-24). 3. Declaration from Directors of the Company stating that, they are not disqualified to be Director of the Company along with the list Companies in which they are Directors as on the date of inviting tender.
	(b) LLP incorporated in India under the Limited Liability Partnership (LLP) Act, 2008 including any amendment thereto;	1. Certificate of Incorporation issued by Registrar of Companies as per LLP Act 2008. 2. Limited Liability Partnership Agreement of LLP. 3. Form 11-Annual Return filed by LLP to Registrar of Companies (Ministry of Corporate Affairs, Government of India) for preceding two Financial Years.

	(c) i. Partnership Firm under Partnership Act 1932 in India; ii. Sole Proprietorship Concern	1. Partnership Deed, GST Registration Certificate. 2. Shops & Establishment Registration Certificate, as applicable. 1. PAN/GST Registration Certificate.
2	The bidder shall be Registered under the Ministry of Labour & Employment	Registration certificate issued from Ministry of Labour & Employment, ESI & EPF Certificates with number & Date
3	The bidder shall be obtained license from Additional Director General of Police, Internal Security Division, GOK, for providing security services	Licence issued from ADGP, internal security Division, Karnataka.
4	The bidder shall have executed at least one Mechanized house-keeping service work continuously for 2 years in the last five years (i.e.2019-20 to 2023-24) in any state/central Govt. offices having a floor area of not less than **60,000 Sqft/5570.00 Sqm.**	The work completion certificate issued to that extent & signed not below the rank of Executive Engineer or Equivalent.
5	The bidder shall have executed at least one security service work continuously for 2 years in the last five years (i.e.2019-20 to 2023-24) in any state/central Govt. office with a minimum of **13 nos**. security guards.	The work completion certificate issued to that extent & signed not below the rank of Executive Engineer or Equivalent.
6	The Bidder has paid the ESI and EPF payments without fail.	Documents for the Past 2 years (2022-23 and 2023-24) ESI and EPF of monthly filing Challans and Receipts.
7	The bidder shall comply with Quality Management System	ISO 9001:2015 certificate
8	The bidder shall comply Social Accountability System)	SA 8000:2014 certificate
9	The bidder shall follow the Employees Rules and Regulation prescribed by the State Government and also not	Self-declaration stating that the agency has followed the Employees Rules and Regulation prescribed by

	have been involved in violations and paying penalty as per the orders of the Labour Court/ Commission Self-declaration shall be uploaded.	the State Government and also not have been involved in violations and paying penalty as per the orders of the Labour Court/ Commission. (Declaration letter has to be Notarized in the stamp paper of value not less than Rs. 500/-)
10	The bidder shall not have been Black Listed and not Defaulted by any Central/State Government or public sector under taking of India. Self-declaration shall be uploaded.	Self-declaration for not having been Black Listed and Defaulted (Declaration letter has to be Notarized in the stamp paper of value not less than Rs. 500/-)
II Financial criteria.		
1	The Annual Turnover shall not be less than the amount put to tender **i.e Rs. 211.00 Lakhs** in any two years of the previous five financial years (i.e.2019-20 to 2023-24).	The Turnover certificate along with copies of the audited balance sheets and profit/loss accounts for the last five financial years. i.e., 2019-20 to 2023-24 (MPIN Number and UDIN number must be mentioned) failing which the bid will be considered Non-responsive.
2	Liquid assets and /or availability of credit facilities of not less than **Rs. 63.00 Lakhs** (Credit lines/ letter of credit/ certificates from banks for meeting the fund requirement etc	The Bidder shall upload Banker's Certificate pertaining to Liquid Assets not less than **Rs. 63.00 Lakhs** for the subject work addressed to General Manager (Civil), Corporate office, BESCOM after 31.07.2024 in the enclosed format.

III. General Conditions:-

1.0 The rate/ financial bid shall be quoted percentage of service charges for man power component in the estimate and shall not quote the **service charges less than 5% or else such bid will be rejected.**

2.0 The agencies/firms participated in the tender quotes the same percentage of services charges and same amount for material component the agency/firm will be consider based on the highest average turnover of the bidder for the past 5 Financial years (F/Y, 2019-20, 2020-21, 2021-22, 2022-23,2023-24)

1. Even though the bidders meet the above criteria, they are subject to be disqualified if they have:

◊ Made misleading or false representations in statements and attachments submitted as proof of the qualification requirement and /or Record of poor performance such as not properly completing the contract of financial failures etc.,

◊ The bidder shall indicate any deviations to terms & conditions if any. Otherwise it will be presumed that, the bidder has accepted terms & conditions of the tender.

◊ After awarding the contract to the agency if the related documents furnished, found to be incorrect or false or fake, such agencies orders will be cancelled without any notice, apart from initiating legal action such as forfeiting performance guarantee or black list the firm.

◊ The bidder shall produce a original documents uploaded in the e-procurement on demand.

◊ The bidder shall state that the staff deployed by him to work in office hours and to discharge duties as per the instructions of the concerned officer.

◊ **The bidder shall quote service charges for manpower portion and shall not quote the service charges less than 5%.**

◊ BESCOM reserves the right to cancel or withdraw or modify the bid without assigning any reason for such decision. Such decision will not incur any liability whatsoever on the part of BESCOM consequently.

◊ The name and address along with seal of the authorized representative of the agency who will be interacting in future has to be furnished.

◊ The tender submitted only through e-procurement portal and also non-submission of EMD is liable to be rejected.

◊ **The Bidder should not have been blacklisted by any entity.**

◊ BESCOM will not be responsible for not getting internet connection while downloading the electronic bid sheets/documents or while uploading their offers.

- ◊ The Tenderer should not be involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this contract.
- ◊ The person/firm who is having criminal background or insolvent is not eligible to participate in the tender.
- ◊ The offers shall be in general conformity with the specifications. Any Technical/Commercial deviations from the specifications shall be clearly brought out in the techno commercial of the offer. If deviation certificate is left unfilled, it will be treated as there are no deviations and the contractor has accepted the tender conditions.
- ◊ In the areas where ESI Act is not covered, the Agency shall obtain insurance cover for the Workmen's Compensations for such outsourced staff in lieu of ESI.
- ◊ The Successful Agency shall have obtained license as required under the Contract Labour (Regulation and Obligation) Act, 1970 and Karnataka Rules, 1974.
- ◊ The said Agency shall maintain relevant registers and records under the applicable enactments.
- ◊ If the Agency assigns or sub-lets the obligations under the agreement, the work awarded shall automatically stand cancelled.
- ◊ The Agency Shall ensure that one of its representative/supervisor is available at the pre-notified address with contact number so that they can be contacted in case of need, at any time i.e.24*7 on all 365days.
- ◊ In the event of agreement being extended the Agency shall continue to provide outsourced staff on the same terms and conditions of the agreement.
- ◊ Quantities noted above are provisional and subject to change as per provisions of KTPP Act.
- ◊ The Contract is for a period of Two year (In case of any unsatisfactory performance, BESCOM has the right to cancel the order without giving any notice).
- ◊ Based on the performance, BESCOM may extend the contract on the same terms and conditions further period on mutual consent.

30.0 Even though the bidders meet above qualifying criteria, as per their statements

They are subject to be disqualified apart from forfeiting EMD (If any) if they have.

- Made misleading or false representations in statements and attachments submitted as proof of the qualification requirement

and /or Record of poor performance such as not properly completing the contract of financial failures etc.,

- After awarding the contract to the agency, if the related documents furnished found to be incorrect or false or fake, such agencies orders will be cancelled without any notice, apart from initiating legal action, such as forfeiting performance guarantee/ Blacklisting the firm.
- The tender not submitted through e-procurement portal and also non-submission of EMD is liable to be rejected.
- The agency should not be involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this contract.
- The agency/firm who is having criminal background or insolvent is not eligible to participate in the tender.
- The offers shall be in General conformity with the specifications. Any Technical/Commercial Deviations from the specifications shall be clearly brought out in the offer. If deviation certificate is left unfilled, it will be treated as there are no deviations and the agency has accepted the tender conditions.

31.0 This Contract is for a period of 24 months from the date of issue of intimation for deployment of personals.

32.0 Supervision:-

Agency shall carry out inspections from time to time and ensure satisfactory performance of the House keepers & security guards & gardeners provided by them.

33.0 Remunerations:-

Agency shall be responsible for the payment of salaries and other benefits, including ESI, EPF, etc., and any other statutory liabilities to its staff. BESCOM will not be responsible for non-payment of remunerations to the housekeeping, security & gardener personnel under any circumstances.

34.0 Mode of payment:-

a) The successful Agency shall submit the monthly bill to General Manager (CR) Corporate office BESCOM K.R. Circle Bangalore in duplicate with authenticated seal and signature for payment. The Agency shall submit the bills for payment of remuneration, of the housekeepers, supervisors, security guards, Plumber and gardener to the corporate office, BESCOM by the 1st week of each month duly getting certified from the AGM (CR) and countersigned by GM(CR) and will be paid subsequently.

b) It is mandatory that, the agency shall make the payment to its employees within 7th of every month irrespective of payment received from BESCOM. It is the responsibility of the bidder to produce previous month's ESI, EPF contribution receipts and salary aquittance of the deployed staff along with the bill for payment. This shall be strictly adhered to, before making payment.

c) The Agency shall arrange to pay EPF, ESI, and GST in respect of the persons deployed in BESCOM directly to the respective Government/Central Government Departments. In relation to EPF @12.00% of the employee's share and @13.00% of employers share and ESI at 3.25 % be paid directly by Agency using their registered code. The concerned paid challans with applicable Certificates shall be furnished for verification to BESCOM along with the bills of succeeding month by Agency. Remittance of such amount is wholly the responsibility of the Agency. A copy of the receipt of EPF/ESI paid shall be given to the employees each month.

d) Selected housekeepers, supervisors, security guards, Plumber and gardeners should be issued a uniform, laminated I.D. affixing latest photograph with details of Name, EPF & ESI Account numbers, designation, Name of the Agency, date of appointment, any other details etc by the agency.

e) All provisions related as per the Acts noted below shall be provided to the employees by the Agency only and Agency shall provide all related benefits under these following workmen's act related to Labour law.

i. Minimum Wages Act, 1948.
ii. Payment of Wages Act, 1936.
iii. Contract Labour (Regulation and Abolition) Act, 1970.
iv. Employees PF and Miscellaneous Provision Act, 1952.
v. Employees State Insurance Act, 1948.
vi. Payment of Bonus Act, 1965.
vii. Workmen's Compensation Act
viii. Gratuity Act and related all Labourers Law and Rules pertaining to labourers.
ix. Providing benefits as per above Laws to its employees is the responsibility of the contract Agency itself.

35.0 The payment shall be restricted to the no. of manpower availed during that particular month as certified by the concerned officer from BESCOM, Corporate Office

36.0 The Agency shall furnish the original documents/ enclosures in duplicate for payment. Otherwise the bills are liable to be rejected.

a) Attested copy of challan consisting details of EPF/ESI and GST paid during previous month to the respective Govt/Central authorities along with the Employees details.
b) Copy of EPF paid in the formats such as 5A,10,12A and ESI paid in format 7
c) Copy of format 3A and 6A (For annual EPF paid) and format 6 (For Half yearly ESI paid).
d) Copy of GST paid in the format.

37.0 Each year during the month of December, Rs 3/-from each house keepers, security & gardener personnel has to be deducted towards labour welfare fund and a contribution of Rs.6/- (each) from the contract agency side has to be paid to Welfare Commissioner Karnataka Labour Welfare Board, My sugar building Annex, 2nd

Floor, J.C Road, Bangalore-2 .The payment details pertaining to this has to be furnished in the next subsequent monthly bill.

38.0 Dispute:

In the event of any dispute or difference arising under this contract agreement or that which may arise in future will be solved by taking recourse to mutual settlement failing which this shall refer the same to the Hon'ble Managing Director/ Director (Technical), Corporate Office, BESCOM, K.R.Circle, Bangalore-1 whose decision shall be final and binding on both the parties to this contract. Further any unsettled dispute will be subject to appropriate courts in Bangalore jurisdiction and

In case of any dispute between the Agency and the engaged housekeepers, security & gardener personnel employed by the Agency, BESCOM will not be a party and this has to be settled by the contractor himself at his own cost.

39.0 <u>Two cover Tender</u>

Tender should be in **two** parts namely **Part-I: Technical** Bid containing full technical particulars and commercial terms and conditions.

Part-II: Price Bid containing prices

40.0 <u>INFORMATION REQUIRED WITH TECHNICAL PROPOSAL:</u>

a) The bid must clearly indicate the name of the Agency, the type of services to be provided**.**

b) The documentary evidence in respect of qualifying requirements shall be uploaded by the agency in the form of Electronic/scanned original copies in the e-procurement Portal by the participating agencies.

41.0 COST OF BIDDING

The agency shall bear all costs and expenses associated with preparation and submission of its bid including post-bid discussions, technical and other presentations etc, and BESCOM will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

42.0 THE BIDDING DOCUMENTS:-

The Bidding Document is a compilation of the following Sections:

Bid Documents	Bid Documents in the following format will be available in the web site.
	Section-ITB-Instructions to Bidders
	Section-GCC-General Terms and Conditions of Contract and scope of the work and specification
	NIT

43.0 UNDERSTANDING OF BID DOCUMENTS

A prospective Agency is expected to examine all instructions, forms, terms and specifications in the Bid documents and fully inform himself as to all the conditions and matters which may in any way affect the scope of work or the cost thereof. Failure to furnish all information required by the Bid document or submission of a Bid not substantially responsive to the Bid document in every respect will be at the Bidder's risk and may result in the rejection of its bid.

44.0 CLARIFICATIONS ON BID DOCUMENTS

If the prospective Agency finds discrepancies or omissions, in specifications and document or is in doubt as to the true meaning of any part, he shall at once make a request, in writing, for an interpretation/clarification, to owner. The owner, then, will issue

interpretation(s) and clarification(s) as he may think fit in writing. After receipt of such interpretation(s) and clarification(s), the Bidder may submit his bid but within the time and date as specified in the Invitation to Bid. All such interpretations and clarifications shall form a part of the Bidding Document and shall accompany the Bidder's Proposal. A prospective Agency requiring any clarification on Bidding Document may notify owner in writing. Owner will respond in writing /upload in the website/issue corrigendum in the website/issue instructions in the website to any request for such clarification of the Bidding Document which it receives not later than Seven (7) days prior to the deadline for submission of bids prescribed by owner. Written copies of owner's response (including an explanation of the query but without identifying its source) will be sent to all prospective Bidders who have received the Bidding Document. Verbal clarification and information given by owner or his employee(s) or his representative(s) shall not in any way be binding on owner.

45.0 AMENDMENT TO BIDDING DOCUMENT

At any time prior to the deadline for submission of bids, owner may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Agency, modify the Bidding Document by amendment (s).

The amendment will be notified in the e-procurement portal. Owner will bear no responsibility or liability arising out of non-acknowledgment of the same by all the prospective Bidders before submitting the Bid.

In order to afford prospective agency reasonable time in which to take the amendment into account in preparing their bids, owner may, at its discretion, extend the deadline for the submission of bids as deemed fit.

Such amendments, clarifications, etc, shall be binding on the agencies and will be given due consideration by the Bidders while they submit their bids and invariably enclose such documents as a part of the bid.

C. PREPARATION OF BIDS

46.0 LANGUAGE OF BID

47.1 The bid prepared by the agency and all correspondences and documents relating to the bid, exchanged by the Bidder and owner shall be written in the English language, provided that any printed literature furnished by the Bidder may be written in another language so long as accompanied by an English translation of its pertinent passages. Failure to comply with this may disqualify a bid. For purposes of interpretation of the bid, the English translation shall govern.

47.2 Technical Bid: Technical Bid should be prepared as per the instructions given in the Tender Document along with all required information, documents in support of the minimum eligibility criteria, Valid EMD of requisite amount.

47.0 DOCUMENTS COMPRISING THE BID

a) The Agency shall complete the Bid Form inclusive of Price Schedules, Technical Data Requirements etc..

b) The Agency shall upload documentary evidence to establish that the agency meets the Eligibility criteria as detailed above and accompanying General Conditions of Contract if any.

48.0 EARNEST MONEY DEPOSIT (BID GUARANTEE)

a) The Bidders shall pay an **EMD of Rs 315500/-** through any of the four e- payment modes mentioned in the e-procurement Portal.

b) The bid guarantee may be forfeited:

i) If a agency withdraws / modifies its bid during the period of bid validity specified by the agency on the Bid Form; or

ii) In case of a successful agency, if the agency fails to execute the agreement

iii) In case of a successful agency, if the agency fails to furnish the Security deposit.

c) No request for transfer of any previous deposit of earnest money or security deposit or adjustment against any pending bill held by the Department in respect of any previous work shall be entertained.

d) Agencies shall not be permitted to withdraw their offer or modify the terms and conditions thereof. In case the agency fails to observe and comply with the stipulations made herein or backs out after quoting the rates, the aforesaid bid security shall be forfeited to the Government.

e) The bids without Earnest Money (prescribed if any in the e procurement portal) shall be summarily rejected.

f) No claim shall lie against the Government / Department in respect of erosion in the value or interest on the amount of earnest money deposit or security deposit.

g) EMD paid by the unsuccessful agencies will be returned as soon as possible after the successful evaluation of the tender.

h) EMD paid by the successful agency will be refunded after fulfillment of the Security Deposit Clause.

i) The deposit towards EMD shall not carry any interest.

j) Permanent EMD will not be considered.

49.0 <u>The bid security may be forfeited:</u>

If the agency withdraws his bid during the period of bid validity specified by the agency in the bid form. Or In case of successful agency,

a) Fails to sign the contract in accordance with the terms of the tender document.

b) Fails to furnish required performance security in accordance with the terms of tender document within the time frame specified by the Client

c. Fails or refuses to honor his own quoted prices for the services or part thereof.

50.0 E-payment modes for Tender Processing Fee & Earnest Money Deposit.

The Agency/firm should pay the Earnest Money Deposit (EMD) & Tender Fee in the e-Procurement portal using any of the following payment modes:

1. Credit Card
2. Direct Debit
3. National Electronic Fund Transfer (NEFT)
4. Over the Counter (OTC)

51.0 PERIOD OF VALIDITY OF BIDS

1. Bids shall remain valid and open for acceptance for a period of **180 days** from the date of submission of tender.

2. In case Client calls the agency for negotiation then this shall not amount to cancellation or withdrawal of original offer which shall be binding on the bidder.

3. The Client may request for extension of bid validity, without any modifications and without giving any reasons thereof.

52.0 BASIS OF EVALUATION & COMPARISON

The tenderer shall quote only percentage of the service charges for manpower portion which should not be less than 5% or else such bid will be rejected.

In the Financial Bid Evaluation Cumulative of service charges quoted for Man power portion and material portion will be considered and least bid will be selected.

53.0 The Technical evaluation:

For purpose of these clauses, a substantially responsive Bid is one, which conforms basically to all the terms and conditions of the

Bidding Documents without material deviation & confirming to technical specifications.

The Technical Bids will be evaluated generally on the following points but not restricted to the same.

a) Payment of the EMD
b) Qualifying Requirements
c) Acceptance for payment terms & confirming to all terms and other commercial conditions
d) A bid determined as not substantially responsive will be rejected and may not subsequently be made responsive by the Bidder by correction of the non-conformity.
e) Owner may waive any minor informality or non-conformity or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder.

54.0 COMPARISON OF PRICE BIDS

In the Financial Bid Evaluation Cumulative of service charges quoted for Man power portion and material portion will be considered and least bid will be selected

All evaluated bid prices of all the Agencies shall be compared among themselves to determine the lowest evaluated bid and, as a result of this comparison, the lowest Bid will be selected for the award of the Contract. The bidder who quotes service charges for manpower portion less than 5% shall be treated as Rejected in the price bid Evaluation.

D. SUBMISSION OF BIDS

55.0 FORMAT OF BID

1.0 The bids shall be uploaded in the e-procurement portal, on or before the last date and time of submission of bids. Bids not submitted through e- procurement portal and non submission of EMD will be disqualified.

2.0 The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case such corrections shall be initialed by the

person or persons signing the bid. All the documents in support of qualifying requirements and all necessary original documents shall be scanned and uploaded in the E-Procurement website.

3.0 The agencies shall submit his bid in **two parts** consisting of (i) Technical Bid and (ii) Financial Bid.

4.0 No hard copy will be accepted.

5.0 Bids must be submitted not later than the date and time stipulated in the notification. No Bid shall be accepted after the aforesaid date and time. However the competent authority of the office BESCOM, Bangalore reserves right to extend the date / time for receipt of bids, before opening of the Technical Bids

56.0 DEADLINE FOR SUBMISSION OF BIDS

Bids must be uploaded in the e-procurement portal on or before due date**.** Owner may, at its discretion, extend this deadline for the submission of bids by amending the Bidding Document, in which case all rights and obligations of owner and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

57.0 MODIFICATION AND WITHDRAWAL OF BIDS

The agencies may modify or withdraw its bid after the bid’s submission provided that written notice of the modification or withdrawal is received by owner prior to the deadline prescribed for submission of bids.

No bid may be modified subsequent to the deadline for submission of bids.

No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity specified by the agency on the Bid Form. Withdrawal/modification of a bid during this interval may result in the agency's forfeiture of its EMD.

E. BID OPENING AND EVALUATION

58.0 CLARIFICATION OF BIDS

To assist in the examination, evaluation and comparison of bids owner may, at its discretion, ask the agency for a clarification of its bid. The request for clarification and the response shall be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.

59.0 PRELIMINARY EXAMINATION

Owner will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether all the necessary documents have been properly uploaded, and whether the bids are generally in order. Owner may waive any minor informality or non-conformity or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder.

60.0 FINANCIAL BID EVALUATION AND DETERMINATION OF THE SUCCESSFUL BIDDER

a. The Bidders' ranking shall be arranged depending on the Technical Evaluation and Financial Evaluation.
b. The Bidder meeting the eligibility criteria shall be deemed as the successful Bidder and shall be considered eligible Bidder for further

process. BESCOM shall be under no obligation to accept the lowest or any other offer received in response to this tender notice

c. If there is a discrepancy between words and figures, the amount in words shall prevail.

F. ISSUE OF CONTRACT ORDER

61.0 AWARD CRITERIA

BESCOM will place the Contract Order on the successful Agency, whose bid has been determined to be substantially responsive and has been determined as the lowest evaluated bid, provided further that, the agency is determined to be qualified to perform the Contract satisfactorily. Owner shall be the sole judge in this regard.

62.0 RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS:

Owner reserves the right to accept or reject any bid, and to annual the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected Agencies or Bidders or any obligation to inform the affected agency or Bidders of the grounds for owner’s action.

63.0 NO COMMITMENT TO ACCEPT LOWEST OR ANY TENDER:

BESCOM shall be under no obligation to accept the lowest or any other offer received in response to this tender notice and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever. BESCOM will not be obliged to meet and have discussions with any bids, any or to listen to any representations. **NOTIFICATION OF AWARD:**

Prior to the expiration of the period of bid validity and extended validity period, if any, owner will notify the successful Agency in writing by registered letter or fax, that its bid has been accepted.

64.0 TERMINATION FOR DEFAULT:

BESCOM may without prejudice to any other remedy for breach of Contract by 14 days written notice of default sent to the Service Provider , terminate the Contract in whole or in part.

a) If the Service Provider fails to deliver any or all of the goods/ items /services within the time period(s) specified in the Contract or any extension thereof granted by BESCOM.

b) If the Service Provider fails to perform any other obligation(s) under the Contract.

65.0 ISSUE OF CONTRACT ORDER

Contract order will be issued by the **General Manager (Civil), Corporate Office, BESCOM** whatever may be the conditions of sale specified or indicated in the quotations, it is only the conditions indicated in the Contract Order and Scope of the work / technical specifications which will be binding upon BESCOM. On receipt of the Contract Order if any successful bidder finds his inability to accept any of the terms/conditions, he shall raise the issue specifically and immediately get the matter clarified.

Further details/clarifications if required can be had from the office of the undersigned Contact person:

General Manager (Civil), BESCOM	M: 8277892569
Deputy General Manager (Civil), BESCOM	M: 9449877003
Assistant General Manager (Civil), BESCOM	M: 9449868929
e-procurement help line desk	Ph:+91-8046010000 & +91-8068948777
e-mail id :**support@eprochelpdesk.com**	

S/d-

General Manager (Civil),

Corporate Office,
BESCOM